

MODULAR FURNITURE MANUFACTURER/VENDOR ASSURANCES

The product manufacturers operate nationwide. The manufacturers of the systems that have been awarded have been in the business of manufacturing modular systems for at least eight (8) years. The manufacturers have in their employ at least one full time representative who covers the state of Louisiana. The vendor and/or its authorized dealers/installers have been actively engaged in installing and maintaining modular systems for a minimum of eight (8) years.

Each vendor utilizes the services of a licensed interior designer. Each vendor to provides a full range of additional services, including training for User's technician, showroom, warehousing, reconfiguration design, inventory systems, and CADD drawings. Contract prices do not include additional services that are outside of the scope of the contract. The vendor shall maintain a minimum inventory of touch-up paints, miscellaneous hardware, replacement parts, etc. Each vendor shall carry sufficient liability, worker compensation, property damage and automotive insurance as stipulated.

MODULAR FURNITURE PRODUCT WARRANTIES

The systems product line and electrical components shall have a minimum ten (10) year warranty covering parts and labor. Surface finishes shall have a minimum of three (3) years warranty. The seating line shall have a minimum of ten (10) years warranty for the chair body, pneumatic cylinders and functional mechanics, and three (3) years for upholstery materials. Service/repair calls, parts costs, delivery costs, taxes, etc. will not be charged to the User or the Owner for warranty covered parts. These costs will be the responsibility of the Vendor. The warranty will not be voided by minor rearrangements by the User's technician, provided proper installation guidelines are followed.

MODULAR FURNITURE CONTRACT SERVICE SPECIFICATIONS

The vendor and/or authorized dealers/installers shall follow all manufacturer's recommended installation procedures and utilize manufacturer-certified installers as required. All systems furniture panels and components shall be installed level, plumb, square and with proper alignment to adjoining furniture or structure. The furniture shall be securely interconnected and shall be securely attached to the building when required. As part of the required installation services, the Vendor shall:

- a. Conduct an inspection of the building and construction plans to identify phasing and staging or any restrictions which might impact installation.
- b. Receive inventory, un-carton and stage product. Packing materials shall be removed from the work area at the end of each day. The site will be left "broom clean".
- c. Coordinate with the User's contact person and sub-contractors (i.e. telephone, electrical, etc.) to schedule timing of each.
- d. Repair or replace furniture with obvious scratches, tears and dents that may occur prior to User's acceptance.
- e. Ensure that the furniture shall be cleaned, adjusted, leveled, inspected for damage and readied for use.
- f. Upon completion of placement and leveling of all work stations, compile a "punch list" with the User's contact person and complete all items listed.
- g. Dispose of all delivery and installation debris, including packing materials.

The Vendor shall allow (if requested) the User's technician to be present during the project installation and transmit installation literature to User, to facilitate future rearrangements to the installation by the User. The User shall be able to make minor rearrangements to the system (with his own forces) without voiding the warranty or incurring additional costs. Minor rearrangements shall include: moving/relocating non-electrified panels, drawer pedestals, pencil drawers, keyboard drawers, shelf/flipper door units, work surfaces, task lights, tack boards, etc. When a problem develops or is noticed with a product component or assembly, the appropriate Vendor will be contacted by the User's contact person. The Vendor shall respond as necessary (site visit, order of replacement part, etc.) within 3 working days.